

# Comparisons of Job Characteristics

**Focus Occupation:** Receptionists and Information Clerks (43-4171)

**Associated Occupation:** Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)

Compare Knowledge

Compare Skills

Compare Abilities

Compare Detailed Work Activities

Compare Tools and Technologies

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

## Knowledge

Similarity of Focus Occupation to Associated Occupation: 96

**Focus Occupation:** Receptionists and Information Clerks (43-4171)

**Associated Occupation:** Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Clerical	7.3	20.7	14.7	<< Extensive education and/or training may be required
Customer and Personal Service	11.3	15.7	15.5	0 Current knowledge level may be sufficient
English Language	11.2	13.5	11.0	< Expanded education and/or training may be required
Computers and Electronics	8.4	12.5	10.2	< Expanded education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Skills

Similarity of Focus Occupation to Associated Occupation: 93

**Focus Occupation:** Receptionists and Information Clerks (43-4171)

**Associated Occupation:** Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Speaking	10.8	13.8	11.6	< A higher skill level may be required
Active Listening	11.0	13.6	11.2	< A higher skill level may be required
Time Management	8.9	12.7	7.5	<< Extensive development of skills in this area may be required
Writing	9.2	12.5	8.7	<< Extensive development of skills in this area may be required
Service Orientation	7.9	12.2	11.0	< A higher skill level may be required
Management of Material Resources	3.7	5.8	1.7	<< Extensive development of skills in this area may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

Abilities		Similarity of Focus Occupation to Associated Occupation: 87			
Focus Occupation: Receptionists and Information Clerks (43-4171)					
Associated Occupation: Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)					
Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Oral Comprehension	12.5	15.0	11.9	<<	Extensive improvement in abilities may be required
Oral Expression	12.4	14.1	12.6	<	Some improvement in abilities may be required
Speech Recognition	9.9	13.3	11.2	<	Some improvement in abilities may be required
Written Comprehension	11.0	13.1	9.7	<<	Extensive improvement in abilities may be required
Near Vision	11.1	12.5	9.3	<<	Extensive improvement in abilities may be required
Information Ordering	9.9	12.3	7.2	<<	Extensive improvement in abilities may be required
Written Expression	9.8	12.2	8.7	<<	Extensive improvement in abilities may be required
Time Sharing	6.6	7.9	6.7	<	Some improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common		Similarity of Focus Occupation to Associated Occupation: 92
<b>Focus Occupation: Receptionists and Information Clerks (43-4171)</b> <b>Associated Occupation: Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)</b>		
Work Activities	Exclusivity of Activity	
Answer calls using switchboard	89	
Arrange teleconference calls	78	
Develop travel itinerary	82	
Distribute correspondence or mail	76	
Enter time sheet information	82	
Fill out business or government forms	42	
Greet customers, guests, visitors, or passengers	63	
Maintain appointment calendar	78	
Maintain inventory of office forms	71	
Maintain records, reports, or files	5	
Maintain telephone logs	74	

Maintain travel expense accounts	84
Make travel reservations	82
Route multi-line telephone calls	85
Schedule meetings or appointments	68
Schedule or contract meeting facilities	80
Take messages	68
Transcribe spoken or written information	74
Type document from machine transcription	87
Type letters or correspondence	78
Use computers to enter, access or retrieve data	3
Use oral or written communication techniques	1

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Tools and Technologies that Both Occupations Have in Common

Similarity of Focus  
Occupation to Associated  
Occupation: 86

**Focus Occupation: Receptionists and Information Clerks (43-4171)**

**Associated Occupation: Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)**

Tools and Technologies	Exclusivity
Calculating machines and accessories	3
Computer data input devices	2
Computers	1
Content authoring and editing software	1
Content management software	6
Data management and query software	1
Duplicating machines	6
Finance accounting and enterprise resource planning ERP software	2
Information exchange software	1
Network applications software	1
Personal communication devices	2
Typing machines and accessories	25

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.